

NSHE
Campus Technology Officer Meeting
December 09, 2009
1:00– 2:30 p.m.

MINUTES

Attendance- Bob Moulton, Robyn Render, Chris Gaub, Roberta Roth, Lori Temple, Don Diener, Karen Brown, Jeff Cox, Brian Chongtai, Carlo Dacumos, Kenneth Sullivan, Ed Novak, Steve Zideck

Google Terms of Service- Lori Temple voiced concern over the terms of service involved with implementing Google Apps. Bart Patterson insists on including language making it clear to students and faculty that they not only need to agree with the Google Terms of Service but to the NSHE Clause as well. She would like to know what the Terms of Service mean to the students and faculty and what they are to tell people when they ask questions? She stated the language Bart is trying to get across may not be clear. Another issue is the need to make sure other folks going the way of Google Apps understand there are technical considerations in getting this all in front of the students in an efficient manner.

TMCC has added the terms of service statement to student e-mail indicating that prior to activating their e-mail they are agreeing to the TOS; however, not a single student has asked what it means. TMCC assigns students a password upon their agreement to the TOS and their e-mail activation. TMCC is already setup to do this automatically while the other institutions are not. UNLV is working on a process to assign passwords using a combination of L numbers, SS# and birthday. Another option they're considering is single sign-on. Robyn asked if e-mail could be introduced in the new PeopleSoft environment. The problem with that is that not all students will be in the new environment and current students may not be registered at that time. A record of the student's acceptance will be recorded using the time stamp at the time of activation with the statute of limitations requiring this to be kept on file for six years. Google also states that once a student graduates he/she is considered a Google user and is no longer the institutions responsibility.

Bart is not aware of these issues so Bob would like to take Lori's concern to Bart to get his input. Lori suggested the CTO's put scenarios together and have Bob present them to Bart. Steve Zidek and Lori will draft the language and will e-mail it to the CTO's. Once everyone is on the same page with the scenarios (Student Focus) Bob will then take them to Bart.

Institutions implementing Google Apps are: UNLV, NSC and GBC. Those that are not are- UNR, CSN and WNC.

Student Email and Unix Services Transition- Evelyn Tinney has had discussions with the institutional leads. She has compiled new questions pertaining to the student e-mail and Unix services transition.

- 1) Will SCS continue to provide Unix accounts and web space for students taking classes requiring website development?
A- SCS is prepared to do it based upon the requests of the institutions with that need. This will be an ad hoc process. The Wonder Desk (WNC) system will not be moved at this time. Going forward discussions will have to occur with WNC on moving the location of where Wonder Desk is to be installed.
- 2) Aliases at System Admin will continue to work and individual e-mail accounts at SA that are on the Pioneer server will be converted to aliases. A System Administration alias is someone that is working at System Admin and has a *.nevada.edu account*. This will not be listed in the FAQ list.
- 3) Will all user files be deleted on June 30, 2010.
A- SCS will maintain the files for 120 days or until November 1, 2010. This will not be published. This will be an internal statement for the CTO's only.
- 4) Who will notify users of the services transition?
A- The institutions will be the point of contact with their students and employees.
- 5) Are institutions responsible for creating their own Gmail accounts?
A- Yes. SCS will assist with this upon request.
- 6) Last question- inaudible.

Items from the list above that will be added to the public FAQ will be items number one and four. The public FAQ document will be posted on SCS' external website.

There is another conference call scheduled with Google tomorrow. Chris Gaub, Don Diener and Brian Chongtai will be in attendance. A Webex is also scheduled for Monday December 14, 2010.

Note- GBC has announced they will be making the move to Google.

Advisory Group Update- There was no AG update due to Lori not getting the opportunity to put something together. She will attend the meeting tomorrow December 10, 2010 and will provide two summaries.

Robyn Render acknowledged and thanked Lori Temple for her work as the Advisory Group liaison. Lori has been in this position for over a year. Robyn would like to honor Lori's request to pass the title of liaison to a replacement. Lori stated rotating the position to a different CTO was very important. She said being on the board was very informative and helpful. It was agreed there was a lot of value in continuing with a liaison. Steve Zink volunteered to take notes until someone was chosen. Steve Zideck volunteered to be next in line starting January 01, 2010. Bob will do a phone canvas and make a decision as to who will be the next AG liaison. The replacement discussions will take place in December each year with the term lasting one calendar year beginning January 01 and ending December 31.

Continuous improvement processes and metrics- Karen Brown is on the Advisory Group's stoplight charter to develop a project management process within SCS along with metrics. The AG would like Karen to work with the CTO's on their input on what type of metrics to track on the projects and processes. She still has some work to do in the development of the processes, has conducted training and will have a process down by the first quarter of the new year.

Once a project is closed a short two page report known as a project closure report is reviewed with the sponsor to see if the deliverables were met. A post mortem of lessons learned is put together and straggler tasks are documented. Project efficiencies are collected on the project closure report so that if they are requested by the BOR or the chancellor they will be readily available. Down the road Karen would like to have post implementation project surveys to help improve the process. She said she welcomed suggestions on what metrics should be collected.

Lori Temple requested some clarification on the scope of "continuous improvement processes and metrics". Karen replied that this only pertained to the project management component and not all of SCS. Robyn Render suggested providing the definition of what a project is and what projects are tracked. The definition of a project is anything that requires more than 80 hours of effort not including those projects that have their own governance. i.e.- HR and Finance Roberta stated this all came about from an Advisory Group initiative from the previous year's questions in which SCS was asked what they were going to do about project management, metrics and how they would keep improving them. So far SCS has met all the milestones requested of them.

Lori suggested a few things. She suggested tracking the number of projects requested and completed from year to year. She also suggested differentiating the size of projects. She also suggested the ability to provide feedback with well developed questions after the project has been completed. Steve Zideck suggested adoption metrics. He said units, departments and colleges could use the same metrics.

The report is not currently available externally but Karen will send a blank form to the CTO's so they can see what it looks like.

Proposed Security Policy next steps- Paul has put together a set of six high level next steps spread across a timeline of six months. Most of the steps establish rules, guidelines, responsibilities and definitions based on groups at the system level. The first step is to establish an NSHE information security office by the 1st of January 2010. The second step is to define the relationship between the NSHE Security Oversight group (chaired by Robyn Render) and the soon to be information security officer's council. Paul stated a previous discussion was had in which a new policy was adopted by each of the institutions. The new policy requires the establishment of an information security officer. The CTO's had not received the document Paul was referencing so he will send the revised document to everyone after the meeting.

Robyn stated that both the Security Oversight group and the Security Officer's Council are groups that have not been made public. Robyn Render said the NSHE Oversight group is a group Robyn requested when she was first hired because the administration of information security was a part of her job description. She felt it was critical that it not be viewed solely as an IT group. The group consists of her colleagues and for the most part they discuss scope. Their initial agreement was to secure the policy and once it was in place they intended to further develop it. The group has Legal (Bart Patterson), Academic Affairs (Jane Nichols), Health Sciences (Maurizio Trevisan), Auditing (Sandy Cardinal), Risk Management (Jon Hansen) and IT (Robyn Render and Bob Moulton) representation. Paul Mudgett is serving as the

security officer in the IT section. This is to separate the technology view from the information security view. The Security Oversight group intends to evolve a framework for information security programming that will have a view and a perspective that encompasses all of the aspects. This ensures everyone is included and nobody is left out. The activities around the management and administration of information security will originate in the Security Officer's Council. The Security Council will be the group that will do the actual work.

The third step is to develop goals and objectives for the Security Officer's Council. The fourth step is to continue the draft policy the oversight group has started. They hope to have the policy finished so that it can be vetted by the CTO's in March 2010. The fifth item is to announce each institution's information security officer. Render will write a letter on January 02, 2010 (CTO's will be CC'ed) to the institution's presidents requesting they name a security officer by January 31 2010. The last step is to schedule the first security council meeting in February.

Modem Bank- Roberta Roth reminded everyone about the discontinuance of the modem bank service on December 31, 2009. All the dial-up numbers currently on SCS's website will be taken down.

FYI- Robyn informed everyone the search for the Associate Vice Chancellor was underway. The search closes January 08, 2010. Robyn will provide more information to the CTO's and Advisory Group on the role they will be taking part in hiring the Associate Vice Chancellor. She also said the presidential meetings that were a part of the communications, strategies and planning to better understand the institutions have begun. They will conclude February 09, 2010.

Next Meeting January 27, 2010.